



**KENTUCKY HEALTH BENEFIT EXCHANGE**  
**HEALTH INSURANCE**  
**IS FOR EVERYONE. GET YOURS.**



Training Process Overview



## Training Process Overview

This presentation will cover all the steps and instructions to be a certified Application Assister or certified Agent with the Kentucky Health Benefit Exchange. Certified Assistors and Agents help consumers with applications and enrollment into Qualified Health Plans and the state Medicaid program.

# Requirements

## State Certification in Kentucky

**1**

**Take FFM  
Training  
Annually**

**2**

**Send FFM  
Certificate  
of  
Completion**

**3**

**Complete  
KHBE  
Training**

# Requirements

1

**Take FFM  
Training  
Annually**

## State Certification in Kentucky

### Required Training

#### FFM Training

- All participants, both Agents and Assisters must complete the FFM Training for their role.
- FFM Training requires annual recertification

# Requirements

## 2

**Send FFM  
Certificate  
of  
Completion**

## State Certification in Kentucky

### FFM

- Completing the training and passing the exam, then submitting your completion certificate is a condition of participation in the state of Kentucky.
- You must send your Certificate of Completion to KHBE at [KHBE.kynect@ky.gov](mailto:KHBE.kynect@ky.gov) for record keeping.
- KHBE will conduct periodic audits and those who are not in compliance will not be allowed to assist consumers.
- You will receive an email notice of non-compliance and will be locked out of your Kentucky Online Gateway (KOG) account until you are in compliance.
- A [guide](#) is available on the KHBE website with steps for saving and printing your FFM Certificate of Completion.

Email: [khbe.kynect@ky.gov](mailto:khbe.kynect@ky.gov)

Fax: 1-502-573-2090

Mail: KHBE  
Assister Certificate Manager  
8 Mill Creek  
Frankfort, KY 40601

# Requirements

3

**Complete  
KHBE  
Training**

## State Certification in Kentucky

### KHBE State Training

- All Assistors must complete KHBE State training.
- Agents who wish to assist Medicaid applicants or households with both QHP and Medicaid eligible individuals must complete the KHBE State training. It is not mandatory for agents to assist individuals with Medicaid and/or KCHIP.
- KHBE does not require annual recertification

**The KHBE system does not automatically generate a completion certificate.**

A KHBE Certificate of Completion is recorded by the Health Benefit Exchange office. A copy of the Kentucky State Training Certificate of Completion can be provided upon request. Requests may be sent via email to [KHBE.kynect@ky.gov](mailto:KHBE.kynect@ky.gov).

# Requirements

## State Certification in Kentucky

**1**

**Take FFM  
Training  
Annually**

**2**

**Send FFM  
Certificate  
of  
Completion**

**3**

**Complete  
KHBE  
Training**



## CAC and IPA FFM Training

The following slides show the steps for accessing and completing the FFM training.



# FFM Training

1

**Take FFM  
Training  
Annually**

Assisters are to complete the FFM training for their role as their first training.

The FFM training can be started at <https://portal.cms.gov/wps/portal/unauthportal/home/>  
A quick reference guide for Plan Year 2018 Registration and Training can be found [here](#).

FFM training covers marketplace function and procedures and lays the foundation for understanding the terminology and eligibility of the ACA.

FFM modules teach Assister role responsibilities, Health insurance, Marketplace and ACA basics, eligibility, affordability programs, appeals and exemptions, SHOP, working with special populations, community outreach and customer service, privacy and fraud and advanced Marketplace issues.

The FFM Training has an exam that must be passed with a score of 80% or more.

Trainees receive a Certificate of Completion from the FFM. You will send your Certificate of Completion to KHBE at [KHBE.kynect@ky.gov](mailto:KHBE.kynect@ky.gov) for record keeping.

Estimated completion time varies based on individual and role.

# FFM Training

## System Requirements

- For your internet browser, use Firefox or Chrome
- If you are having issues, clear the cache/history of your browser
- Enable Javascript
- Download latest version of Adobe Flash
- Allow Pop-Up Windows
- Please read over Computer Configuration Requirements for additional guidance

# IPA and CAC FFM Training

The screenshot shows the CMS.gov Enterprise Portal. A yellow callout bubble points to the "Login to CMS Secure Portal" button, which is highlighted with a red border. The page includes a header with navigation links, a main content area with a welcome message and a video player, and a sidebar with login options and links for forgotten credentials.

**CMS.gov | Enterprise Portal**  
Centers for Medicare & Medicaid Services

Home | About CMS | Newsroom | Archive | [Help & FAQs](#) | [Email](#) | [Print](#)  
[about your healthcare options](#)

Health Care Quality Improvement System | Provider Resources

CMS Portal > Welcome to CMS Portal

### Welcome to CMS Enterprise Portal

The CMS Enterprise Portal is a gateway being offered to allow the public to access a number of systems related to Medicare Advantage, Prescription Drug, and other CMS programs.

[CMS Enterprise Portal](#) | [MACBIS](#) | [Medicare Shared Savings Program](#) | [Physician Value](#) | [ASP](#) | [Open Payments](#) | [QMAT](#) | [CPC](#) | [Innovation Center](#) | [MLMS](#) | [CU](#) | [PECOS](#)

### CMS Secure Portal

To log into the CMS Portal a CMS user account is required.

[Login to CMS Secure Portal](#)

[Forgot User ID?](#)  
[Forgot Password?](#)  
[New User Registration](#)

**CMS Provides Health Coverage for 100 Million People...**

[Information for people with Medicare, Medicare open enrollment, and benefits.](#)

**Get E-Mail Alerts Non-Production Environments**

If you have forgotten your User ID or password, click the appropriate links below the **Login to CMS Secure Portal** button.

# IPA and CAC FFM Training

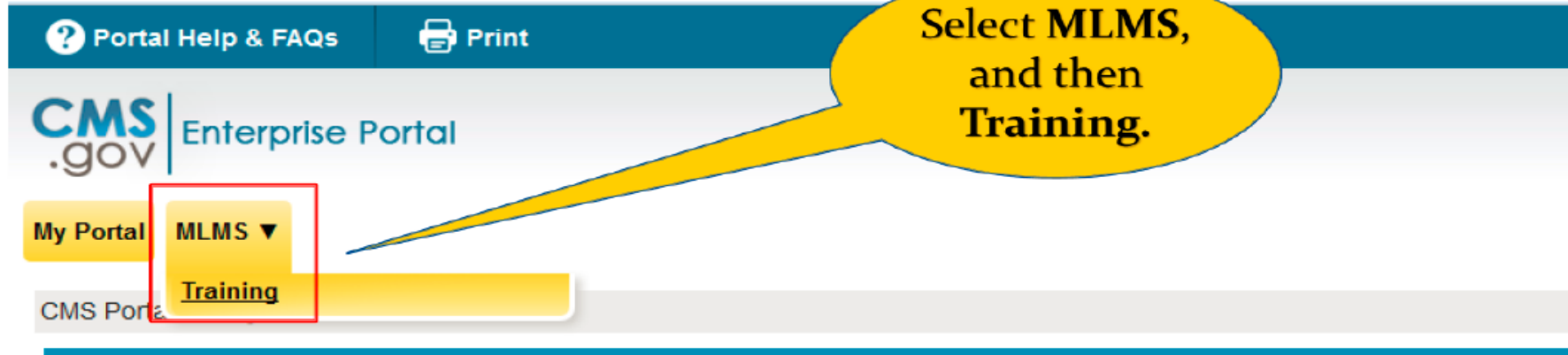
**Use the same User ID you created last year**

**\*DO NOT create a new User ID\***

**If you've forgotten your User ID from last year, please use the**

**“Forgot User ID” link**

# IPA and CAC FFM Training



The screenshot shows the top navigation bar of the CMS Enterprise Portal. It includes links for "Portal Help & FAQs" and "Print". Below the CMS.gov logo, the "Enterprise Portal" title is displayed. A "My Portal" dropdown menu is visible, containing "MLMS" and "Training" options. A yellow callout bubble with the text "Select MLMS, and then Training." points to these two options. The "Training" option is underlined.

## Welcome to CMS Enterprise Portal

The Enterprise Portal combines and displays content and forms from multiple applications, supports users with navigation and cross-enterprise search tools, supports simplified sign-on, and uses role-based access and personalization to present each user with only relevant content and applications. The vision of the Enterprise Portal is to provide "one-stop shopping" capabilities to improve customer experience and satisfaction.

If the **MLMS** tab does not appear on your portal page, you will need to request access to the MLMS. See **page 34** for further instructions.

# IPA and CAC FFM Training

## CAC Training

Assister Type: **CERTIFIED  
APPLICATION COUNSELOR**

When did you last complete Federal

Assister Training: **THIS IS THE  
SECOND YEAR I'M TAKING FEDERAL  
ASSISTER TRAINING**

Organization Type: **CERTIFIED  
APPLICATION COUNSELOR**



Save/Update

Next

# IPA and CAC FFM Training

## IPA Training

*Assister Type:* **STATE FUNDED ASSISTER**

*When did you last complete Federal Assister Training:*

1. This is the first year I'm taking Federal Assister Training or
2. This is the second year I'm taking Federal Assister Training

*Organization Type:* **STATE FUNDED ASSISTER**

**Welcome to the MLMS**

Prior to navigation to the MLMS homepage, you are required to enter/validate your assister profile information.  
New users: Please enter your assister information and click the "Save/Update" button at the bottom of the screen to be re-directed to the MLMS Homepage.  
Existing users: You may update your profile and click the "Save/Update" button or click the "Next" button if your information is valid.  
Note: Navigators/Federal IPA users, your organization information will be obtained from HIOS and does not require manual entry.

Email:

Assister Type: \*

Training Language Selection: \*

How Many Years Have You Been an Assister: \*

When Did You Last Complete Federal Assister Training: \*

Organization Type: \*

State Funded Assister ID:

Organization Name:

Organization Street Address:

Organization City:

Organization State:

Organization Zip Code:

Organization Phone Number:



# IPA and CAC FFM Training

Select the curriculum for your role

PY2018 State IPA Curriculum

PY 2018 Certified Application Counselor(CAC) Curriculum

## Training Options

View the knowledge resources that have been recommended to you.

Active

Bookmarked

Ignored

### Recommendations

Recommended in the Past (Days)  Recommendation Type

Restore Defaults

☐ Group by Recommendation Type

### Active Recommendations

<input type="checkbox"/>	Recommendation	Recommendation Type	Sources	Recommended On	Actions
<input type="checkbox"/>	PY2018 Non-Certified Navigator	Curriculum	(2)StateIPA	08/04/2017	Actions
<input type="checkbox"/>	PY2018 Non-Certified Navigator Refresher	Curriculum	(2)Other	08/04/2017	Actions
<input type="checkbox"/>	PY2018 State IPA	Curriculum	(1)StateIPA	08/04/2017	Actions
<input type="checkbox"/>	PY2018 - Certified Application Counselor (CAC) Curriculum	Curriculum	(1)Other	08/04/2017	Actions

Bookmark

Ignore



# IPA and CAC FFM Training

## Training Options

View the knowledge resources that have been recommended to you.

Active

Bookmarked

Ignored

Recommendations

Recommended in the Past (Days) 10 Recommendation Type All

Restore Defaults

☐ Group by Recommendation Type

### Active Recommendations

<input type="checkbox"/>	Recommendation	Recommendation Type	Sources	Recommended On	Actions
<input type="checkbox"/>	PY2018 Non-Certified Navigator	Curriculum	(2)StateIPA	08/04/2017	Actions
<input type="checkbox"/>	PY2018 Non-Certified Navigator Refresher	Curriculum	(2)Other	08/04/2017	Actions
<input type="checkbox"/>	PY2018 State IPA	Curriculum	(1)StateIPA	08/04/2017	Actions
<input type="checkbox"/>	PY2018 - Certified Application Counselor (CAC) Curriculum	Curriculum	(1)Other	08/04/2017	Actions

Bookmark

Ignore

Hover mouse over **Actions** link, and then select **Enroll**.

Type	Sources	Recommended On	Actions
	(1)CAC	07/21/2017	Actions
	(1)CAC	07/21/2017	Actions

Actions

View Detail

Enroll

# IPA and CAC FFM Training

Hover mouse over **Actions** link, and then select **Enroll**.

Type	Sources	Recommendation	Actions
(1)CAC	07/21/2017		<div>Actions</div> <div>View Detail</div> <div>Enroll</div>
(1)CAC	07/21/2017		<div>Actions</div> <div>Actions</div>

**Bookmark** **Ignore**

To register for 2018 Plan Year Certified Application Counselor (CAC), verify the path, select modules and learning elements within the module that you would like to complete. See complete registration guidelines.

Path: 2018 Plan Year Certified Application Counselor (CAC) Required Path

Note: Actual seat availability might vary at the time of registration, due to existing registrations.

If selected courses are already assigned to learners, then an order is not placed for those courses again. If you do not select courses already assigned to learners, then the following warning is displayed: "There were no items to register for."

**Select Complete Enrollment.**

**Complete Enrollment**

☒

PY2018\_MLMS\_AST\_001 Training Overview (Course : 00002093)

Offering ID: 00002213  
Language: English

Offered As: Web Based Training

Suggested [Change Offering](#)

☒

PY2018\_MLMS\_AST\_008 Privacy Security and Fraud Prevention Standards (Course : 00002099, Version 2018)

Offering ID: 00002219  
Language: English

Offered As: Web Based Training

Suggested [Change Offering](#)

☒

PY2018\_MLMS\_AST\_010 Marketplace Eligibility & Application Assistance (Course : 00002116, Version PY2018\_AST\_FINAL)

# IPA and CAC FFM Training

## Registration Confirmation

[Printer Friendly Version](#)

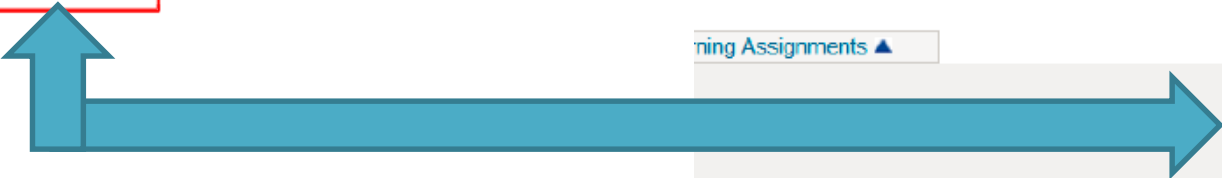
Order Contact: testfirst testlast  
Billed To: Assister  
Order Status: Confirmed  
Order Number: 00058238

### Order Items

Title	Learners	Delivery Type	Status	Actions
2018 Plan Year Certified Application Counselor (CAC)	testfirst testlast			
..... PY2018_MLMS_AST_001 Traning Overview		Web Based Training	Confirmed	<a href="#">Notes</a>
..... PY2018_MLMS_AST_015 Assister Standard Operating Procedures		Web Based Training	Confirmed	<a href="#">Notes</a>
..... PY2018_MLMS_AST_101 Advanced Marketplace Issues & Technical Support		Web Based Training	Confirmed	<a href="#">Notes</a>

Select Go to Current Learning.

[Go to Curriculum Details](#) [Go to Current Learning](#)



Select Launch.

2018 Plan Year Certified Application Counselor (CAC) Required Training Elements ▲

[View Progress for All Paths](#) [View Curriculum History](#)

Status: Confirmed  
Registration Date: 07/21/2017

[View Details](#)

[Training Assignments ▲](#)

[Launch](#)

# IPA and CAC FFM Training

## Training Details

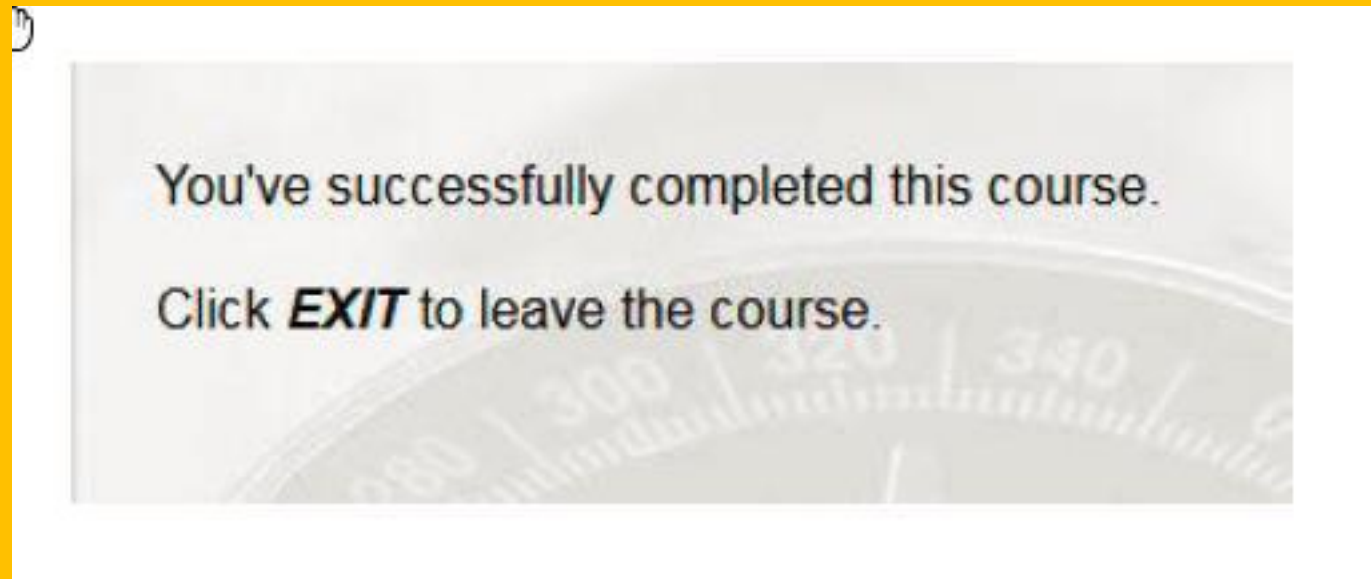
- 6 modules for CACs
  - Other courses are optional but recommended for CACs to review
- 15 modules for state-IPAs
- Knowledge checks throughout the module
- Select every link on the page to activate the NEXT button
- Assessment at the end of each module (no comprehensive exam at the end)
- Must get 80% to pass
- Can retake the assessment (will not give you correct answers at the end)
- The Enterprise Portal times out every 30 minutes.

Click the Portal window every 28 minutes and look for a pop-up box to continue the current session. If you timeout, you may need to clear your cache, or log back in twice in order to see the MLMS>Training link on your CMS Portal page.

# IPA and CAC FFM Training

## Reminders:

- Don't click the browser's BACK button
- If you click the Back button you will need to refresh the page and navigate to your previous location. You can use Back within the training content window.
- The course is not finished until you see the following words:



# IPA and CAC FFM Training

## Help Desk Resources

- CMS Enterprise Portal Help Desk

- 855-267-1515
- [CMS\\_FEPS@CMS.hhs.gov](mailto:CMS_FEPS@CMS.hhs.gov)
  - User ID / Password Issues
  - No access to MLMS



- MLMS Help Desk

- [MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov)
  - Can't print my certificate
  - Can't find curriculum
  - Training is not launching



# Requirements

2

**Send FFM  
Certificate  
of  
Completion**

## Remember

Send your FFM Certificate of Completion to the Kentucky Health Benefit Exchange via email, fax or mail.

Click here for a [guide](#) with steps for saving and printing your FFM Certificate of Completion.

Email: [khbe.kynect@ky.gov](mailto:khbe.kynect@ky.gov)

Fax: 1-502-573-2090

Mail: KHBE  
Assister Certificate Manager  
8 Mill Creek  
Frankfort, KY 40601

# Agent FFM Training

## **Insurance Agent Requirements to Participate in Kentucky**

If you are interested in helping individuals or small businesses enroll in health coverage through the federally facilitated marketplace (FFM), you will have to meet the following requirements:

- Complete the FFM training as prescribed by Center for Consumer Information and Insurance Oversight (CIIO).
- Send your certificate of completion to KHBE.

**Plan Year 2018:** Information about [FFM Registration and Training](#) for new and returning Agents and Brokers is now available. Click the [link](#) for details.



# Requirements

2

**Send FFM  
Certificate  
of  
Completion**

## Remember

Send your FFM Certificate of Completion to the Kentucky Health Benefit Exchange via email, fax or mail.

Click here for a [guide](#) with steps for saving and printing your FFM Certificate of Completion.

Email: [khbe.kynect@ky.gov](mailto:khbe.kynect@ky.gov)

Fax: 1-502-573-2090

Mail: KHBE  
Assister Certificate Manager  
8 Mill Creek  
Frankfort, KY 40601

# Agent KHBE Training

## KHBE State Training

Agents who wish to assist Medicaid applicants or households with both QHP and Medicaid eligible individuals must complete the KHBE State training.

- You must request access to KHBE State training by emailing your request with your name and agency to [khbe.kynect@ky.gov](mailto:khbe.kynect@ky.gov)
- After you have completed the KHBE State training, you may request a certificate of completion.  
KHBE does not require annual recertification



KHBE State Training

# KHBE State Training

3

## Complete KHBE Training

To enter the program an Agent or an organization manager makes a request for a new Assister by emailing the request to [KHBE@kynect.ky.gov](mailto:KHBE@kynect.ky.gov).

KHBE verifies the organization and sends a Welcome Letter to the individual.

### **Welcome Letter:**

The welcome letter give step by step instructions for fulfilling all training and registration requirements.

- Complete FFM Training ✓
- Access KHBE SharePoint
- Complete KHBE State Training
- Create KOG Account
- Read Application Assister Dashboard Guide
- Read all Job Aids, Quick Reference Guides and General Resources and view [webinars](#) on the [KHBE webpage](#).
- Save the KHBE website link for future reference

# KHBE State Training

## **KHBE SharePoint Site**

The KHBE SharePoint site is where Assisters can access any state required training and newly released, revised, or updated training.

The steps to access the SharePoint site is found in the KHBE SharePoint Guide. It is very important to follow each step exactly as outlined in the guide.

One step in the guide is to request access to the site. After you make this request, you will get an email that confirms your request has been approved.

Once you receive this confirmation, you will be able to log into the account and see a link to the CHFS Public SharePoint sites.

**This is where you will begin the required training modules.**

# KHBE State Training

## Access KHBE SharePoint

### SharePoint Registration Guide

<https://healthbenefitexchange.ky.gov/SiteCollectionDocuments/3%20SharePoint%20Registration%20Guide.pdf>

- It is EXTREMELY important to follow the instructions in the guide
- Do NOT try to create more than one log in
- If you need help, please contact the KOG Helpdesk at KOGHelpdesk@ky.gov

# KHBE State Training

## Complete the KHBE State Training

Once you have access to the KHBE SharePoint, the next step is to complete the KHBE Training Modules.

- Access KHBE SharePoint
- Complete KHBE State Training
- Create KOG Account
- Read Application Assister Dashboard Guide
- Read all Job Aids, Quick Reference Guides and General Resources and view [webinars](#) on the [KHBE webpage](#).
- Save the KHBE website link for future reference.

# KHBE State Training

There are three modules included in the KHBE State Training found on the SharePoint site.

The KHBE Assister Training consists of information to facilitate understanding of the application, enrollment and case management functions in the benefind system.

The three modules are:

- KHBE Introduction and Overview Module
- Prescreening and Basic Application
- Complex Scenarios

There is an Exam at the end of the four KHBE State Training modules. As with the FFM, it must be passed with a score of 80% or more.

- **Our system does not automatically generate a completion certificate.** Once you have completed the required modules and passed the exam, you may request a copy of your certificate of completion as directed in the next section.



# KHBE State Training

The image shows a screenshot of a web application interface for "Agent and kynector Training Site". The interface includes a top navigation bar with "File", "Edit", "View", "Favorites", "Tools", and "Help". Below this is a "Site Actions" bar with "Browse" and "Page" buttons. The main content area is titled "Assister Training Site" and features a large blue button labeled "TAKE EXAM". To the left of the main content is a sidebar with a "Current Training" section containing links for "Libraries", "Archived Webinars", "Recent Training", "Resource Library", "Shared Documents", and "Multimedia Library". Below this is a "Lists" section with "Calendar" and "Exam List". At the bottom of the sidebar are "Recycle Bin" and "All Site Content" links. A red callout box with a pointer directed at the "Take Training" link (located below the "TAKE EXAM" button) contains the text "Step 1: Take Training".

File Edit View Favorites Tools Help

Site Actions Browse Page

Agent and kynector Training Site Home

Agent and kynector Training Site

Current Training

Libraries

Archived Webinars

Recent Training

Resource Library

Shared Documents

Multimedia Library

Lists

Calendar

Exam List

Recycle Bin

All Site Content

Assister Training Site

TAKE EXAM

Take Training

Step 1:  
Take Training

# KHBE State Training

 Agent and kynector Training Site › kynectors › Home

Agent and kynector Training Site

The current page has been customized from its template. [Revert to template.](#)

Current Training

Libraries

Archived Webinars

Recent Training

Resource Library

Shared Documents


Multimedia Library

Lists



Calendar

Exam List

 Recycle Bin

 All Site Content

## Training for Application Assistors

<input type="checkbox"/>	Type	Name	Modified
		01 KHBE Introduction and Overview Module  NEW	8/17/2017 9:48 AM
		02 PreScreening and Basic Application  NEW	8/17/2017 9:48 AM
		03 Complex Scenarios  NEW	8/17/2017 9:49 AM

Edit this Web Part to add content to your page.

Step 2:  
Complete Modules 1, 2,  
and 3

# KHBE State Training

The screenshot displays the 'Agent and kynector Training Site' interface. The top navigation bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below this, a 'Site Actions' dropdown is visible, along with 'Browse' and 'Page' buttons. The main header area shows 'Agent and kynector Training Site > Home'. A left sidebar contains a 'Current Training' section with links to 'Libraries', 'Archived Webinars', 'Recent Training', 'Resource Library', 'Shared Documents', and 'Multimedia Library'. Below this, there are 'Lists' for 'Calendar' and 'Exam List'. At the bottom of the sidebar are 'Recycle Bin' and 'All Site Content' links. The main content area is titled 'Assister Training Site' and features a large blue button labeled 'TAKE EXAM'. A red callout box with a pointer to the button contains the text 'Step 3: Take EXAM'. At the bottom of the main content area, there is a link labeled 'Take Training'.

File Edit View Favorites Tools Help

Site Actions Browse Page

Agent and kynector Training Site > Home

Agent and kynector Training Site

Current Training

- Libraries
- Archived Webinars
- Recent Training
- Resource Library
- Shared Documents
- Multimedia Library

Lists

- Calendar
- Exam List

Recycle Bin

All Site Content

Assister Training Site

TAKE EXAM

Step 3:  
Take EXAM

Take Training

Current Training

Libraries

[Archived Webinars](#)

[Recent Training](#)

[Resource Library](#)

[Shared Documents](#)

[Multimedia Library](#)

Lists

[Calendar](#)

[Exam List](#)

 [Recycle Bin](#)

 [All Site Content](#)

- 20 Questions
- Multiple Choice

KHBE verifies  
Exam score and  
can issue a  
certificate of  
completion  
upon request.

Select one answer from the multiple-choice list to the right of each questions below.

1. Before you begin the exam, please select your role:

- ☒ Select an answer
- ☐ A. Insurance Agent
- ☐ B. Application Assister

2. Determinations for health insurance, qualified health plans and cost-sharing reductions are processed on \_\_\_\_\_.

- ☒ Select an answer
- ☐ A. HealthCare.gov
- ☐ B. kynect.ky.gov
- ☐ C. benefind
- ☐ D. KHBE.ky.gov

3. When applications are started in benefind and members are denied Medicaid, their eligibility results will show Assessed, their accounts are transferred to HealthCare.gov and they are sent a notice with eligibility and next steps.

- ☒ Select an answer
- ☐ A. True
- ☐ B. False

4. \_\_\_\_\_ can help decide where to start an application.

- ☒ Select an answer
- ☐ A. Prescreening
- ☐ B. QHP
- ☐ C. RFI
- ☐ D. Eligibility Result

5. To get results during the prescreening process, at a minimum, you must enter

- ☒ Select an answer

# KHBE State Training

## IMPORTANT

**Do not move to the next step before sending us a copy of your FFM Certificate.  
We need to verify your successful completion of both the FFM and the KHBE Training before  
you create your KOG Account.**

FFM Certificates can be sent via email, fax, or mail.

Email: [khbe.kynect@ky.gov](mailto:khbe.kynect@ky.gov)

Fax: 1-502-573-2090

Mail: KHBE  
Assister Certificate Manager  
8 Mill Creek  
Frankfort, KY 40601

A KHBE Certificate of Completion is recorded by the Health Benefit Exchange office.  
A copy of the Kentucky State Training Certificate of Completion can be provided upon request.  
Requests may be sent via email to [KHBE.kynect@ky.gov](mailto:KHBE.kynect@ky.gov).

# KHBE State Training

The next step is to create a KOG Account.  
This is how you will log into benefind.

- Access KHBE SharePoint
- Complete KHBE State Training
- Create KOG Account
- Read Application Assister Dashboard Guide
- Read all Job Aids, Quick Reference Guides and General Resources and view [webinars](#) on the [KHBE webpage](#).
- Save the KHBE website link for future reference.

# KHBE State Training

## KOG (Kentucky Online Gateway) Account

Once KHBE has received confirmation that all training has been successfully completed with a passing score, you will receive an invitation from your organization administrator to create your KOG account to access the [Assister Dashboard](#).

- The KOG account allows users to log into the local systems and the Medicaid application in benefind.
- [The Kentucky Online Gateway Account Creation Guide](#) will provide the steps to create a Kentucky Online Gateway (KOG) account.
- CHFS uses KOG to approve and verify accounts for business partners like Application Assisters.
- You will use your KOG account each time you sign in to work with a client on benefind.
- **It is extremely important that users do not create more than one KOG account.**

# KHBE State Training

It is important to read the Dashboard Guide and all other Job Aids, Quick Reference Guides and Webinars, and know what resources are available before you get started.

- Access KHBE SharePoint
- Complete KHBE State Training
- Create KOG Account
- Read Application Assister Dashboard Guide
- Read all Job Aids, Quick Reference Guides and General Resources and view [webinars](#) on the [KHBE webpage](#).
- Save the KHBE website link for future reference.



# KHBE State Training

Web address:

<https://healthbenefitexchange.ky.gov/Pages/home.aspx>

The home page is shown here with useful phone numbers and links.

There is a tab dedicated to Agents and Assisters.

Kentucky.gov Agencies | Services | Forms

## Kentucky Health Benefit Exchange

HOME KOHBE Divisions **Agents/Assisters** Events More Information



**KENTUCKY HEALTH BENEFIT EXCHANGE**  
**HEALTH INSURANCE**  
**IS FOR EVERYONE. GET YOURS.**

If you have questions or are experiencing system issues, please call one of the customer service lines below for help.

Healthcare.gov: 1 (800) 318-2596  
TTY: 1 (855) 889-4325

Benefind: 1 (855) 306-8959  
(DCBS Family Support line)

### News

**Fri Jan 13** Find benefits programs online at **benefind**  
benefind is Kentucky's online portal for Medicaid, KCHIP, SNAP, KTAP and other programs.

**Fri Jan 13** Get health care help and info **24/7**  
The call center for Healthcare.gov is open to provide information and assistance 24 hours a day, seven days a week.

**Fri Jan 13** Help for Agents and Assisters  
Help and information for Agents and assisters is available by calling the KHBE Support Professionals line at 1 (855) 326-4650.

[View More News](#) **GO**

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[Accessibility Statement](#)  
[Disclaimer](#)  
[Privacy](#)

**Resources**  
[E-Mail Comments](#)  
[benefind.ky.gov](#)  
[healthcare.gov](#)



# KHBE State Training

You will find helpful links and resources throughout the site, but let's take a closer look at the Training Materials and Webinars.

Click the arrow to expand the different pages available to Agents and Assisters



# KHBE State Training

## General Resources

### General Resources

[Kentucky HEALTH Quick Facts](#)

[How to change your Managed Care Organization and MCO Change letter](#)

[2017 Periodic Data Matching FAQs Published April 3, 2017](#)

[Tax Reference Sheet for Marketplace Forms Published Jan. 24, 2017](#)

[Kentucky Assister Consent Form Revised Nov 2016](#)

[2017 Qualified Health Plan and Medicaid Federal Poverty Level Chart Effective 04.01.2017](#)

[1095-A Reference for Agents and Assistors](#)

[Regional Forum Presentation](#)

[Helpful Information on How to Print your FFM Certificate](#)

[Assister Organization Map by County](#)

[MOVEIT Instructions](#)

## Job Aids

### Job Aids

[Helpful Information for an Application](#)

[How to Use the Agent/Assister Search Tool](#)

[Identity Proofing](#)

[Lawful Permanent Residents and Applicants for Adjustment](#)

[Non-Citizen Documentation](#)

[When to File as Head of Household](#)

[Alimony Paid](#)

[Basic Wage Stub with Overtime](#)

## Quick Reference Guides

### Quick Reference Guides

[Interview Guide for Agents and Assistors](#)

[Privacy and Security Guide](#)

[Kentucky Online Gateway Account Creation Guide](#)

[SharePoint Resource Guide](#)

[Understanding Immigration and Eligibility Guide for Agents and Assistors](#)

[Income Guide 2017](#)

[Kentucky's Glossary for Agents and Assistors](#)

[Helpful Resources](#)

# KHBE State Training

The Agent and Assister Webinars page is where you will find past webinars hosted by either KHBE or CMS.

New webinars, like this one, are added as they are completed.

Webinars are used to bring new information, clarify instructions or as a refresher on familiar topics.

Each webinar is dated, in order of most recent, to assist in understanding the relevance and timeliness of the topic.

Instructions for joining KHBE webinars are also posted here.

CMS Webinars

## Kentucky Health Benefit Exchange

[HOME](#)[KOHBE Divisions ▾](#)[Agents/Assisters ▾](#)[Events](#)[More Information ▾](#)

### Agent and Assister Webinars

#### Webinars

[Privacy and Security Refresher Webinar July 19, 2017](#)

[2017 Special Enrollment Period Pre-Enrollment Verification \(SEPV\)](#)

Additional Resources: [SEPV Key Dates](#)

[2018 Alternate Enrollment Process](#)

[CAC Reporting Requirements May 3, 2017](#)

[Escalation of Issues March 15, 2017](#)

[1095 Tax Form Webinar presented Jan. 25, 2017](#)

[Special Enrollment Periods \(SEP\) Jan. 4, 2017](#)

[Small Business Health Options Program \(SHOP\) -Nov. 4, 2016](#)

[Appeals - Oct. 26, 2016](#)

[Data Matching Issues \(DMI\) and Verification -Oct. 21, 2016](#)

[Application Process and Eligibility Determinations - Oct. 19, 2016](#)

[Account Creation and ID Proofing - Oct. 14, 2016](#)

[Working with Immigration and Refugee Populations - Oct. 12, 2016](#)

[kynect and the Federally-facilitated Marketplace \(FFM\) for Agents with Questions And Answers - June 29, 2016](#)

[kynect and the Federally-facilitated Marketplace \(FFM\) for kynectors with Questions and Answers -June 28, 2016](#)

#### [Instructions for Joining WebEx Webinars](#)

#### Webinar Schedule:

Our webinar schedule will be update as new presentations are planned.

#### CMS Webinars for Kentucky

[Overview of the Data Matching Process](#)

# KHBE State Training

## Favorite place the KHBE website

- Access KHBE SharePoint
  - Complete KHBE State Training
  - Create KOG Account
  - Read Application Assister Dashboard Guide
  - Read all Job Aids, Quick Reference Guides and General Resources and view [webinars](#) on the [KHBE webpage](#).
- Save the KHBE website link for future reference.

These resources will help you in a variety of scenarios and situations.

If you need further support from the Kentucky Health Benefit Exchange, please email [KHBE.kynect@ky.gov](mailto:KHBE.kynect@ky.gov)

# KHBE State Training

**1** ✓

**Take FFM  
Training  
Annually**

**2** ✓

**Send FFM  
Certificate  
of  
Completion**

**3** ✓

**Complete  
KHBE  
Training**



**KENTUCKY HEALTH BENEFIT EXCHANGE**  
**HEALTH INSURANCE**  
**IS FOR EVERYONE. GET YOURS.**



Thank you